



United States Court of Federal Claims

717 Madison Place NW
Washington, DC 20439

POSITION VACANCY

Announcement Number:	CFC-2020-06-IT
Position Title:	Help Desk Support Specialist
Open Date:	May 4, 2020
Close Date:	May 29, 2020
Type of Appointment / Position:	Permanent / High Sensitive
Grade / Salary Range:	CL-24 (\$43,098 - \$70,107)
Duty Location:	Washington, DC (conveniently located across from the White House and Lafayette Park, one block from McPherson Square Metro)
Who May Apply:	U.S. Citizens (or persons eligible to work in the United States)

Position Overview and Representative Duties:

The United States Court of Federal Claims is seeking to hire up to two (2) Help Desk Support Specialist positions within the court's Information Technology office located in the National Courts Building, 717 Madison Place, NW, Washington, D.C. The Incumbent performs end user support activities. Help Desk Support Specialists at this level of function provide help desk support for end users and provide technical support in installing and configuring computer hardware and software programs. Specialists at this level perform routine troubleshooting. This is a professional and highly visible position that will provide support to approximately 150 end users in two locations within the DC metro area.

No relocation expenses will be paid.

General Experience:

- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level. Assist with web access. Provide information and assistance to users on applications such as word processing and data entry. Assist with creating user accounts and providing end user training.
- Create and run reports. Install or assist in the installation of upgrades or new or revised off-the-shelf/desktop releases. Set up, configure, install, and document hardware and software.
- Provide support for mobile computing devices and remote access. Confirm that back-ups are run. Perform inventory control duties. Perform basic system support for telephone systems.
- Provide cabling support.
- Other duties as assigned.

The successful candidate must be a self-starter as well as detail-oriented, must be highly organized and tactful, possess good judgment, poise and initiative, and maintain a professional appearance and demeanor at all times; must have strong prioritizing and problem-solving skills, solid communication skills (both written and oral) and the ability to communicate effectively with persons within the court as well as with persons outside the court; must demonstrate the ability to work harmoniously with others in a team environment and exhibit a professional manner at all times.

Required Qualifications:

To qualify at the CL-24 level: One year of specialized experience equivalent to work at CL-23.

High school graduation or equivalent and two years of general experience.

Preferred Qualifications:

The court requires the candidate to have a bachelor's degree in Computer Science or a related field. Five (5) years of specialized experience which demonstrates working knowledge, skills, and abilities to successfully perform the duties of the Help Desk Support Specialist may be substituted for the degree requirement. Applicants with court experience are strongly encouraged.

Benefits:

10 holidays • 13-26 days annual leave (increases with service) • 13 days sick leave • Federal Employees Retirement System • Thrift Savings Plan • Commuter Benefit Program/Metro Transit Subsidy Program • Flexible Spending Accounts • Insurance available for health, dental, vision, life, and long-term care.

How to Apply:

To apply for this position, you must combine ALL documents listed below into a single PDF file and email to uscfcjobs@cfc.uscourts.gov. Zip files and faxes will not be accepted. Please include the Title and Job Announcement Number in the subject line.

- **Cover Letter** (include the Announcement Number and the position title and address your qualifications relating to the duties and responsibilities of this position);
- **Résumé**;
- **Form AO78 Federal Judiciary Application Form** which can be found at: www.uscourts.gov/uscourts/FormsAndFees/Forms/AO078.pdf;
- **Three (3) business/professional references** with name, affiliation, and contact information;
- **Salary History** for prior three (3) years;
- If a current Federal Civilian Employee, your **latest Personnel Evaluation** and your **latest SF-50**; and,
- If a current or recently discharged or retired military member, your **latest Officer Evaluation Report (OER), Enlisted Evaluation Report (EER) or equivalent, and a copy of your DD Form 214.**

What to Expect Next

- The court will conduct an evaluation of each applicant's qualifications and materials after receipt of a complete application package.
- Applicants selected for an interview will be contacted. Interviews may commence immediately.
- The court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, and/or to commence interviews immediately, any of which actions may occur without prior written or other notice.
- This is an "Excepted Appointment" and an "At Will" position. Federal Government Civil Service classifications or regulations do not apply.
- All appointments are subject to a full background check including an FBI Fingerprint Background Check, as well as periodic reinvestigation.
- If offered employment, such employment will be provisional pending the satisfactory completion of a mandatory Fingerprint and Background Investigation. The provisional nature of your employment, however, will not affect your start date, salary, or other benefits.
- No phone calls please. Only those candidates selected for an interview will be contacted.
- The United States Court of Federal Claims is an Equal Opportunity Employer.